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US:IT CIO Open Forum

September 26, 2018

2:30 - 4 p.m.

Summary

“What was the first known computer virus released in 1981?” A live poll of Forum attendees identified ILOVEYOU with the most votes. Elk Cloner was the correct answer.

Announcements

David recognized Steven Premeau as the new Director of Enterprise Systems Architecture and Administration effective Sep 20, 2018. This department will oversee System Administration, Database Administration and Data Center Operations. The development of this new department is based on information collected during the Strategic Planning Initiative. Thanks to Jeff Letourneau and Ken Grindle for helping move this forward.

Campus Solutions 9.2 Upgrade Plan/Timeline

David provided a review of the recommendations approved by the Board of Trustees for the enhancements to MaineStreet. The four-step approach endorsed includes conducting a Course Cross-List Pilot, implementing CS enhancements, conducting an ERP functional assessment, and either reimplementing PeopleSoft from the ground up or looking at new ERP platform. David is in the process of visiting each campus to provide an overview of the Campus Solutions 9.2 Upgrade plan and timeline. The anticipated timeline for the upgrade is as follows:

- Planning Phase - Sep 2018 - Nov 2018
- Build-Assess Phase - Jan - Feb 2019
- Testing Phase - Feb - May 2019
- Deployment Phase - Go Live - Jun 1, 2019

The project scope and expectations were reviewed. The aggressive project timeline means communication will be critical. Testing as a Service (TaaS) will help, but is not a replacement for testing by functional offices. There are limited feature enhancements in this upgrade. The focus is mostly on interface improvements. This should help to accommodate the timeline.

David shared some of the out-of-box features that will be available: student activity guides, notification framework, and additional portal features.

“Which phase of the CS 9.2 upgrade plan do you feel will be most challenging? A live poll of Forum attendees identified the Deployment Phase with the most votes, with the Build Assess and Testing both close behind.

Campuses seem to be most concerned with the testing phase, but TaaS should help with that process.

Project Updates

- **Classrooms for the Future (Karen Walsh and Angela Cook)**

David gave a brief overview of the project budget and indicated this has been a valuable and successful initiative for the campuses.

Angela shared a [presentation](#) on the project work to date, recognizing the hard work of the Classroom Technology staff, the Media and Campus Services staff at all the campuses and the Campus Coordinators designated at each campus. Over the summer, 71 rooms were completed out of the 92 rooms designated. An additional 21 rooms will be completed in the fall and over winter.

The next steps were reviewed including scheduling AARs in Oct. These will be helpful to improve processes. Previous AARs helped identify the need for the coordinator on campuses. Student surveys will be developed for each campus to gather feedback on the classrooms updated and input on future improvements. They will be sent through the campus CITO's around mid Oct. Reassessing of classrooms that were upgraded this summer will also take place around mid Oct to determine if the functionality fits the room use. Contingency funds that had been set aside will be expended in 2019 for wireless and classroom upgrades.

The reassessment and survey work will help with looking towards Phase II. Planning has begun on building support for the request for funding.

David shared that his engagements with campuses around this project have all been positive and gave kudos to the team and staff.

- **HR Enhancements (Tiff Maiuri and Matt Byther)**

David gave a brief overview of the HR upgrade completed this past year and shared the positive feedback he has received.

Tiff explained that there were dozens of requests to put enhancements in place after the upgrade. Prioritizing took place and there were 15 enhancements identified. There are 5 already in place and a roadmap developed for those remaining. Kudos shared for the team.

Matt provided an overview of some of the accomplishments. Work began in early Aug on some of the following: Roth option, student rehire process, automation of back office functions for setting time reporter data, non-elective benefits, along with a workcenter for the payroll team.

Several projects are in flight: integration with HireTouch, activity guides for employees for onboarding new staff, manager reporting forms for data changes, and improved notifications for staff data changes/requests. New technology in PeopleSoft is being used.

David shared there is confidence that this upgrade will be completed on time.

- **Canusia/Early College (Gary Lagasse)**

David explained that this initiative was designed to facilitate dual enrollment for Maine high school students. Almost 3,000 students enrolled in Academic Year 17/18 and that number is expected to exceed 4,000 over next 2 years.

Gary shared an [update](#) on the project indicating that most campuses are already sold on the benefits and keen interest remains. The planning phase is nearly complete and Gary reviewed the process that will be put in place.

High schools will report what courses they plan to offer and those will be added to MaineStreet and marked as early experience. Those courses will then be lifted into Canusia. Canusia will offer students the ability to create their own accounts to enter their application. They will select courses and those will be downloaded daily into our environment. Registrations will be looked at to determine if folks are already in system. If not, a process will be run to create UMS credentials in MaineStreet via a quick admit. Then the new registrations will be lifted into MaineStreet. Grading will also happen in MaineStreet. When a new student is created, the emplID will be uploaded in Canusia.

Challenges were identified. The timeline may conflict with the CS upgrade. Prospect Load products have been identified and that tool must be mounted. Expected go live in spring. There is also no automation currently for quick admits, so that will be manual for now, a batch tool.

David recognized the struggle with balancing competing priorities and shared high praise for the exceeding of expectations this first year.

Professional Development

- **Solutions Analyst Training (John Brown and Solutions Analyst Team)**

Davis explained that the Solutions Analyst (SA) Team recently completed the Business Analysis for the IT Profession training course and asked the group to share that experience.

John Brown provided a brief overview of the team and the role of the SA.

Scott Roberts shared a [presentation](#) expanding on the role of the SAs and the training. The positions were created 3 years ago as part of CABS and include Scott, Stephanie LeBlanc and Mark White. The training was a 4-day interactive online class that was instructor led. The team benefited from hearing experiences from others, some also in Higher Ed. The presenter was a wealth of information and the training helped the group build skills and develop a better understanding of the role.

David asked if any templates or strategies for document capture or spec gathering were received. The team is working on how to put those into play, perhaps using Confluence. Monthly meetings with the Project Managers are now in place and the possibility of the creation of a sub group to leverage involvement has been discussed.

Question regarding the reference to Agile methodology in the presentation and concerns about that environment if all are not using it. That was a very small portion of the training and was more of a heads up that it is a model becoming more used. Combine suggested as something that might be an easier first implementation.

“Which of the following MS excel shortcuts will switch between worksheet tabs?” A live poll of Forum attendees identified CTRL+PGUP/CTRL+PGDN with the most votes. That was the correct answer.



Agenda – Sep 26, 2018

- Announcements
- Campus Solutions Upgrade Planning
- Project Updates
 - Classrooms for the Future
 - HR Enhancements
 - Early College
- Professional Development Update
- Q&A



“As is the norm, an unexpected problem occurred today.”



Announcements



- **Director of Enterprise Systems Architecture & Administration**

- **Steven Premeau**

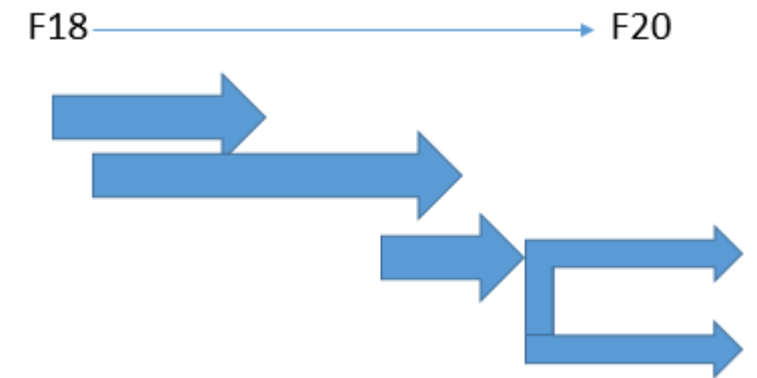
- Strategic leadership for design, planning, implementation and support of UMS enterprise systems
- Fulfilling Strategic Plan Initiatives
- Teams:
 - Systems Administration
 - Database Administration
 - Data Center Operations
- Effective as of September 20, 2018





MaineStreet Recommendations

- In light of identified needs, the Board of Trustees has endorsed an approach designed to:
 - Facilitate innovative academic programming
 - Ensure data integrity and ERP reliability
 - Balance immediate gains with long term ERP sustainability
 - Maximize UMS investment
- (4) Components
 - Conduct Course Cross-List Pilot
 - Implement Campus Solutions Enhancements
 - Conduct ERP Functional Assessment
 - ERP Options (2)

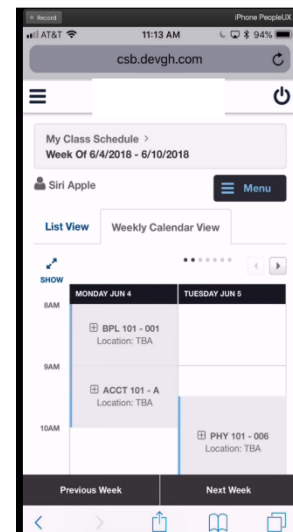
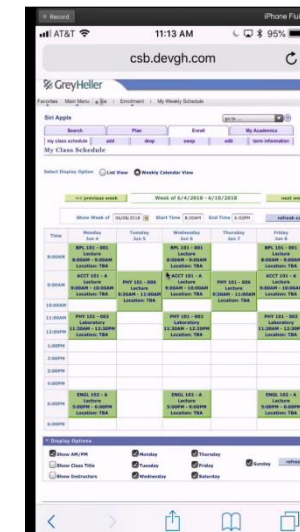


MaineStreet Recommendations

2. Implement Campus Solutions Enhancements



- **Fall'18 – Spring'19** : Deploy 3rd party interface enhancement tools
 - Provide enhanced user experience (UX) with integration to underlying PeopleSoft database
 - Current RFP
 - Anticipated Award Date: Nov 1





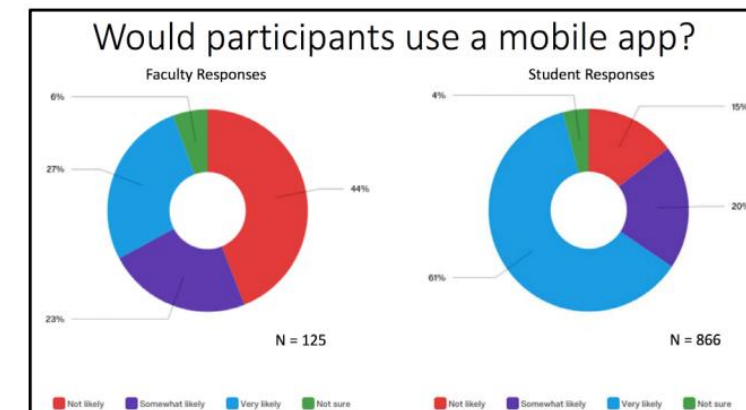
MaineStreet Recommendations

2. Implement Campus Solutions Enhancements



- **Fall'18 – Summer'19** : Complete Campus Solutions 9.2 Upgrade

- User Feedback
 - Student Priority
 - Improved mobile access/functionality
 - Faculty Priority
 - Streamlined access to functions



MaineStreet Recommendations

REVIEW - Implement Campus Solutions Enhancements



- **Fall'18 – Summer'19** : Complete Campus Solutions 9.2 Upgrade

- Project Timeline
- Scope/Expectations
- Ramifications & Considerations
- Data Governance*
- Next Steps

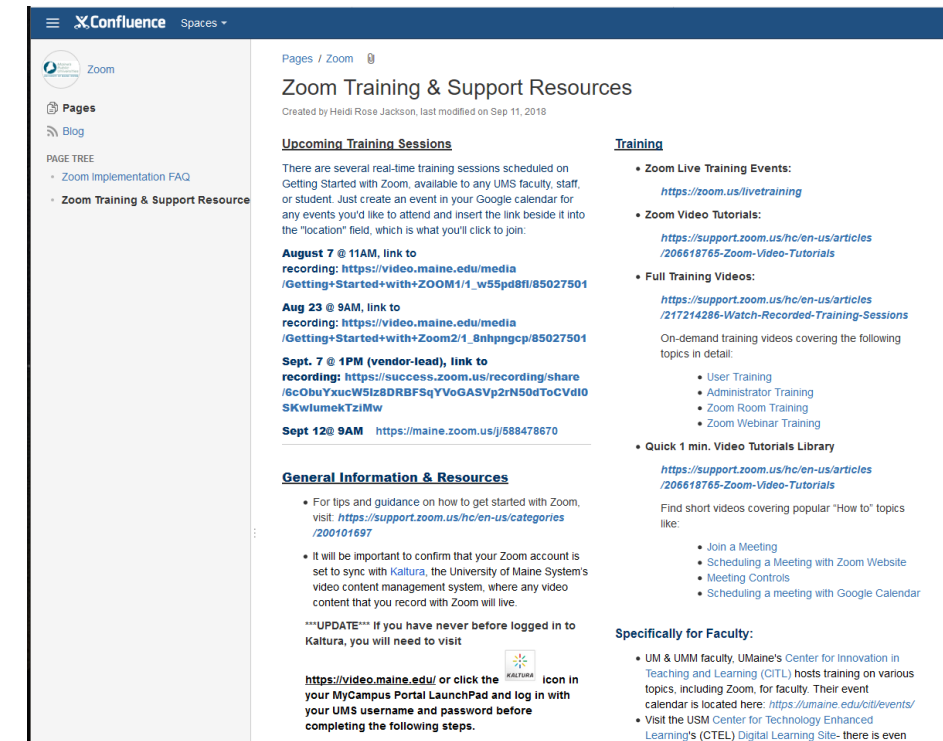


Campus Solutions 9.2 Upgrade

• Anticipated Project Timeline

• Planning Phase

- September 2018 – November 2018
 - Provision Infrastructure (end of Sep)
 - Intel-Linux
 - VMWare
 - Scalability
 - Create CS 9.2 (8.5.6) Demo Environment (end of Sep)
 - Baseline features
 - Used for comparison and evaluation
 - Establish Project Team (mid Oct)
 - Project Kick-Off with Consultants (Oct 26)
 - Launch Project Web-site (end of Oct)



The screenshot shows a Confluence page titled "Zoom Training & Support Resources" created by Heidi Rose Jackson. The page is organized into several sections:

- Upcoming Training Sessions:** Lists three sessions: August 7 @ 11AM, August 23 @ 9AM, and September 7 @ 1PM (vendor-lead), each with a recording link.
- General Information & Resources:** Provides links for getting started with Zoom, including a "Zoom Implementation FAQ" and a "Zoom Training & Support Resource" page.
- Training:** Includes links for Zoom Live Training Events, Zoom Video Tutorials, and Full Training Videos.
- Quick 1 min. Video Tutorials Library:** Lists various topics like "Join a Meeting", "Scheduling a Meeting with Zoom Website", "Meeting Controls", and "Scheduling a meeting with Google Calendar".
- Specifically for Faculty:** Mentions the UM & UMM faculty, UMaine's Center for Innovation in Teaching and Learning (CITL), and provides a link to the CITL events calendar.

Campus Solutions 9.2 Upgrade

- **Anticipated Project Timeline**

- Build-Assess Phase

- January 2019 – February 2019
 - CS 9.2 TEST Environment (mid Jan)
 - Initial Unit Testing (Power Users; mid Jan)
 - Testing as a Service
 - Fit-Gap Workshops (end of Jan)
 - Demo new features, functionality
 - Review deprecated features
 - Evaluate opportunity to eliminate existing customizations
 - Availability of retrofitted reports, interfaces and security (end of Feb)



Campus Solutions 9.2 Upgrade

- **Anticipated Project Timeline**

- Testing Phase

- February 2019 – May 2019
 - End User Training (end of Feb)
 - System Testing (Functional Office End Users; early Mar)
 - Testing as a Service
 - System Tuning Completed (mid Apr)
 - User Acceptance Testing (mid Apr through mid May)
 - Final Production Environment built (late May)



Campus Solutions 9.2 Upgrade

- **Anticipated Project Timeline**

- Deployment Phase

- June 1, 2019
 - Target System Go-Live
 - Resolve outstanding issues



Campus Solutions 9.2 Upgrade

- **Project Scope & Expectations**

- Aggressive Project Timeline
 - Will require full COLLABORATION and tight COOPERATION with functional offices
 - Establish priorities
 - Testing/Validation
- Limited Feature Enhancements
 - CS 9.0 > CS 9.2 Upgrade focuses mostly on interface improvements
 - Limited functional changes & Data/Architectural changes
 - Should accommodate upgrade timeline





Campus Solutions 9.2 Upgrade

- **Project Scope & Expectations**

- Availability of CS 9.2 Out-Of-Box Features

- Student Activity Guides

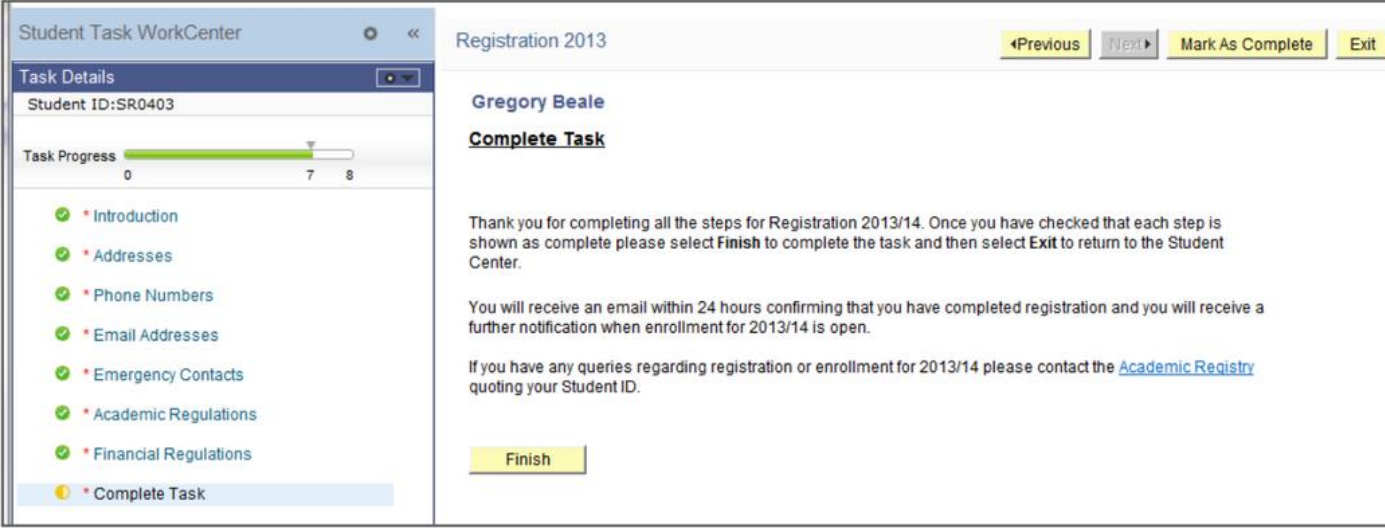
- Assignment of Tasks
- Completion Tracking
- Reminders

- Notification Framework

- Embedded SMS text-messaging

- Additional 'Portal' Features:

- Workcenters
- Navigation
- Related Content
- Pivot Grids



The screenshot shows a web application interface for 'Student Task WorkCenter'. The title bar indicates 'Registration 2013'. On the left, a 'Task Details' panel shows 'Student ID: SR0403' and a 'Task Progress' bar at 75% (0 to 8). Below this is a list of tasks with green checkmarks: Introduction, Addresses, Phone Numbers, Email Addresses, Emergency Contacts, Academic Regulations, Financial Regulations, and Complete Task. The main content area shows the user 'Gregory Beale' and a 'Complete Task' section. It contains a thank you message for completing registration for 2013/14, instructions to select 'Finish' and 'Exit', and a note about email confirmation. At the bottom, there is a 'Finish' button and navigation links: 'Previous', 'Next', 'Mark As Complete', and 'Exit'.

Project Updates

- **Classrooms for the Future**

- **2 Year - \$4.3M Project intended to renovate/update teaching classrooms across the system.**
- **Angela Cook**



Project Updates

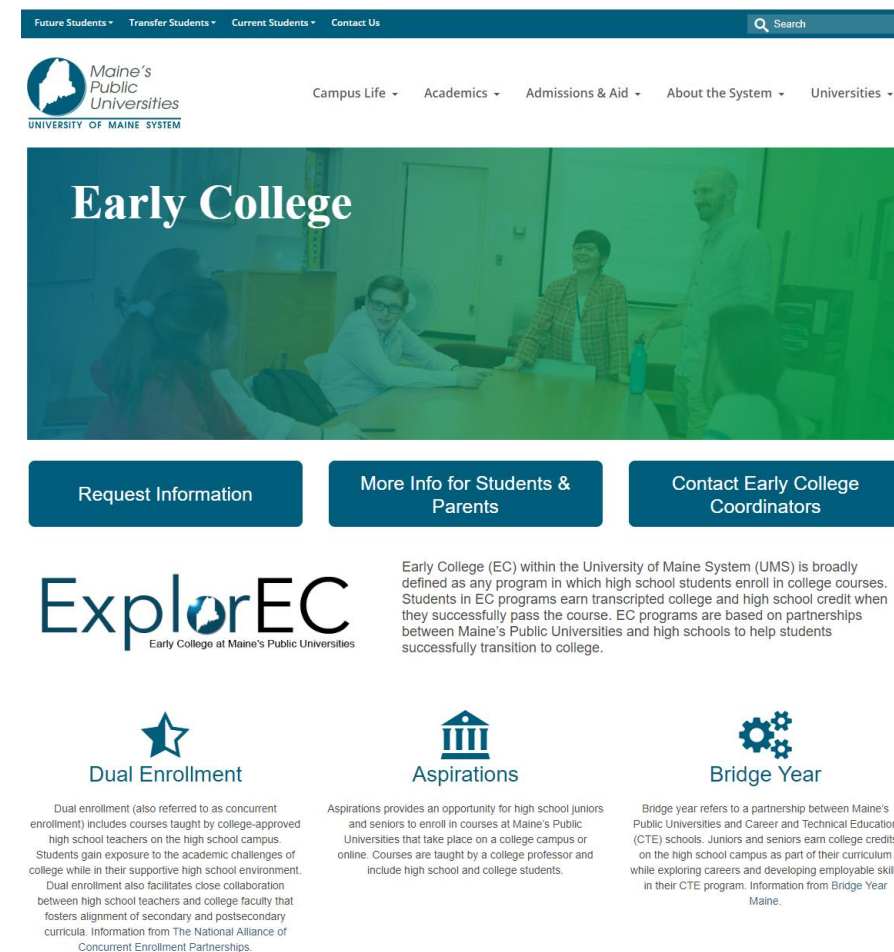
- **HR Enhancements**

- **1 Year - \$480K Project to enhance capacity and functionality of the recently upgraded HCM 9.2 Environment**
- **Tiff Maiuri**
- **Matt Byther**



Project Updates

- **Early College - Canusia**
 - Program designed to facilitate dual enrollment for Maine HS students
 - 2,985 Students Enrolled in AY1718
 - State-funded initiative to grow program enrollment to exceed 4,000 students over next 2 years
 - Canusia platform acquired to create technical “bridge” for students interested in Early College with UMS
- Gary Lagasse



The screenshot shows the 'Early College' page of the University of Maine System. At the top, there is a navigation bar with links for Future Students, Transfer Students, Current Students, and Contact Us, along with a search bar. Below this is a header with the Maine's Public Universities logo and a secondary navigation bar with links for Campus Life, Academics, Admissions & Aid, About the System, and Universities. The main content area features a large image of students in a classroom setting with the title 'Early College'. Below the image are three buttons: 'Request Information', 'More Info for Students & Parents', and 'Contact Early College Coordinators'. The 'ExplorEC' logo is prominently displayed, with the tagline 'Early College at Maine's Public Universities'. A paragraph explains that Early College (EC) is a program where high school students enroll in college courses, earning transcripted college and high school credit. Below this, three icons represent different program types: 'Dual Enrollment' (a star), 'Aspirations' (a classical building), and 'Bridge Year' (gears). Each icon is followed by a brief description of the program.

Future Students • Transfer Students • Current Students • Contact Us

Search

Maine's Public Universities
UNIVERSITY OF MAINE SYSTEM

Campus Life • Academics • Admissions & Aid • About the System • Universities •

Early College

Request Information

More Info for Students & Parents

Contact Early College Coordinators

ExplorEC

Early College at Maine's Public Universities

Early College (EC) within the University of Maine System (UMS) is broadly defined as any program in which high school students enroll in college courses. Students in EC programs earn transcripted college and high school credit when they successfully pass the course. EC programs are based on partnerships between Maine's Public Universities and high schools to help students successfully transition to college.

Dual Enrollment

Dual enrollment (also referred to as concurrent enrollment) includes courses taught by college-approved high school teachers on the high school campus. Students gain exposure to the academic challenges of college while in their supportive high school environment. Dual enrollment also facilitates close collaboration between high school teachers and college faculty that fosters alignment of secondary and postsecondary curricula. Information from The National Alliance of Concurrent Enrollment Partnerships.

Aspirations

Aspirations provides an opportunity for high school juniors and seniors to enroll in courses at Maine's Public Universities that take place on a college campus or online. Courses are taught by a college professor and include high school and college students.

Bridge Year

Bridge year refers to a partnership between Maine's Public Universities and Career and Technical Education (CTE) schools. Juniors and seniors earn college credits on the high school campus as part of their curriculum while exploring careers and developing employable skills in their CTE program. Information from Bridge Year Maine.

US:IT Professional Development

- **CABS Solutions Analysts**

- Recently completed the Business Analysis for the IT Professional training course
- John Brown
- Scott Roberts
- Stephanie LeBlanc
- Mark White

